DB Name	Query	Hit Count	Set Name
USPT,JPAB,EPAB,DWPI,TDBD	(user near5 select$ near5 help) same (call near2 (centre or center))	0	L14
USPT,JPAB,EPAB,DWPI,TDBD	(user near5 select$ near5 remot$ near5 help)	4	L13
USPT,JPAB,EPAB,DWPI,TDBD	(call near2 (center or centre)) near5 help	20	L12
USPT,JPAB,EPAB,DWPI,TDBD	(call near2 (center or centre)) near5 establish$ near5 connect$	32	L11
USPT,JPAB,EPAB,DWPI,TDBD	(receiv$ near5 help near5 request$) same (establish$ near5 connect$)	0	L10
USPT,JPAB,EPAB,DWPI,TDBD	(remot$ near5 help) same (customer near5 address)	0	L9
USPT,JPAB,EPAB,DWPI,TDBD	(automatic$ or dynamic$) near5 (generat$ or produc$) near5 (help near3 request$)	1	L8
USPT,JPAB,EPAB,DWPI,TDBD	help near3 request$ near5 address$	11	L7
USPT,JPAB,EPAB,DWPI,TDBD	help near3 request$ near5 online	0	L6
USPT,JPAB,EPAB,DWPI,TDBD	help near3 request$ near3 online	0	L5
USPT,JPAB,EPAB,DWPI,TDBD	help near3 request$ near3 form	7	L4
USPT,JPAB,EPAB,DWPI,TDBD	l1 and help	7	L3
USPT,JPAB,EPAB,DWPI,TDBD	remot$ near3 help near3 request$	3	L2
USPT,JPAB,EPAB,DWPI,TDBD	present$ near3 page near3 url	14	L1

WEST

End of Result Set

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L2: Entry 3 of 3 File: USPT Feb 16, 1999

DOCUMENT-IDENTIFIER: US 5873068 A
TITLE: Display based marketing message control system and method

CLPR:
35. A system as defined in claim 28 wherein an option is presented to a customer using a store or service provider on said system to request connection to a remote help agent.

CLPR:
36. A system as defined in claim 35 further comprising means for identifying the customers obtaining information on a particular store or service provider, and the customers who request connection to a remote help agent.

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L11: Entry 3 of 32   File: USPT   Feb 1, 2000

DOCUMENT-IDENTIFIER: US 6021428 A
TITLE: Apparatus and method in improving e-mail routing in an internet protocol
network telephony call-in-center

DEPR:
In order to illustrate an application of the present invention, predictive
dialing using call center architecture 2100 is described. When predictive dialing
starts, CPD 2114 causes network switch 2110 to dial telephone numbers from its
list. CPD 2114 can be a software comprising a list manager (for managing a list
of phone numbers to be dialed) and a dialer application. CPD 2114 is connected to
data communication network 2140. When a connection to a potential buyer is
established, network switch 2110 passes this information to CTI system 2112,
which routes the call to one of the agents in customer call center 2104. Because
telephone connections between provider call center 2102 and the agents have
previously been established, network switch 2110 can immediately connect the call
to the selected agent. As a result, there is little delay in establishing
communication between the agent and the buyer.

WEST

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L11: Entry 4 of 32   File: USPT   Jan 4, 2000

DOCUMENT-IDENTIFIER: US 6011844 A
TITLE: Point-of-presence call center management system

CLPR:
2. The method of claim 1 further comprising signaling the remote call center via
a data network between the local call center and the remote call center to
request the telephone connection to be established in the remote call center if
connection to the remote call center is necessary.

CLPR:
6. The method of claim 4 further comprising storing an entry in a queue in the
remote call center to indicate the request for the telephone connection to be
established in the remote call center, and wherein determining when the telephone
connection in the remote call center is imminent comprises determining when the
entry in the queue in the remote call center has advanced to the head of the
queue.

CLPR:
9. The method of claim 1 wherein bridging the redirected toll free call with the
telephone connection in the remote call center via a long distance network
comprises bridging the redirected toll free call with the telephone connection in
the remote call center via a voice communication channel established over a data
network coupled between the local call center and the remote call center.

CLPR:
11. The system of claim 10 further comprising a data network coupled between the
local call center and the remote call center, the local call center being further
configured to signal the remote call center via the data network to request the
telephone connection to be established in the remote call center if connection to
the remote call center is necessary.

CLPR:
20. The system of claim 19 further comprising a data network interconnecting each
of the plurality of local call centers with the remote call center, the selected
one of the plurality of local call centers being further configured to signal the
remote call center via the data network to request the telephone connection to be
established in the remote call center if connection to the remote call center is
necessary.

CLPR:
29. The call handling system of claim 27 wherein the computer telephony server is
configured to issue a request to the remote call center to initiate a proxy call
in the remote call center, the proxy call being a request for connection to a
human operator that is managed within the remote call center without a long
distance voice connection being established between the remote call center and
the call handling system.

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L11: Entry 13 of 32   File: USPT   Apr 21, 1998

DOCUMENT-IDENTIFIER: US 5742675 A
TITLE: Method and apparatus for automatically distributing calls to available
logged-in call handling agents

ABPL:
An automatic call distribution system includes plural call receiving agents
associated with a service entity, each of which has conventional telephone access
to the public switched telephone network (PSTN). A call center controller
initially receives a caller communication from the PSTN intended for the service
entity and selects one of the call receiving agents to handle the caller
communication based on agent availability. The call center controller coordinates
the establishment of a direct communications path for that call between the PSTN
and the selected agent which is independent of the call center controller. In
other words, after setting up the direct call connection, the call center
controller is not an intermediary to or otherwise involved in the actual
communication between the caller and the agent. Significantly, the call center
controller establishes the direct call connection between the incoming call and a
selected available call handling agent without the need for a separate private
branch exchange (PBX) or automatic call distribution (ACD) switch.

WEST

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L11: Entry 16 of 32   File: USPT   Dec 2, 1997

DOCUMENT-IDENTIFIER: US 5694546 A
TITLE: System for automatic unattended electronic information transport between a
server and a client by a vendor provided transport software with a manifest list

CLPV:
means for establishing call connection to said remote center, wherein said
establishment of call connection comprises login and a handshake process between
a user protocol and a remote center protocol, wherein said user communications
protocol is specified in a user communications module of said information
transport component, and specifies user station functions of said unattended
object transport including a remote center address, wherein said remote center
communications protocol is specified in a remote center communications module of
said remote center, and specifies remote center functions of said information
file object transport, said user communications protocol being cooperative with
and known to said remote center communications protocol to effect said unattended
object transport automatically after initiation at said user station, and wherein
object parameters selected from the group consisting of file name, file names,
file size, file location, file content and file format are specified in said user
communications protocol and said remote center communications protocol;

CLPV:
means for establishing call connection to said remote center, wherein said
establishment of call connection comprises login and a handshake process between
a user communications protocol and a source communications protocol, wherein said
user communications protocol is specified in a user communications module of said
information transport component, and specifies user station functions of said
unattended object transport including a remote center address, wherein said
source communications protocol is specified in a source communications module of
said remote center, and specifies source functions of said information file
object transport, said user communications protocol being cooperative with and
known to said source communications protocol to effect said unattended object
transport automatically after initiation at said user station, and wherein object
parameters selected from the group consisting of file name, file names, file
size, file location, file content and file format are specified in said user
communications protocol and said source communications protocol;

CLPW:
establishing call connection, by said information transport component, to said
remote center, wherein said establishment of call connection comprises login and
a handshake process between a user communications protocol and a source
communications protocol, wherein said user communications protocol is specified
in a user communications module of said information transport component, and
specifies user station functions of said unattended object transport including a
remote center address, wherein said source communications protocol is specified
in a source communications module of said remote center, and specifies source
functions of said information file object transport, and wherein object
parameters selected from the group consisting of file name, file names, file
size, file location, file content and file format are specified in said user
communications protocol and said source communications protocol;

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DERWENT-ACC-NO: 2000-073879
DERWENT-WEEK: 200008
COPYRIGHT 2000 DERWENT INFORMATION LTD

TITLE: Method of operating a global virtual call center worldwide via Internet

INVENTOR: MUELLER, C; RUNGE, F ; TRINKEL, M ; WETZEL, R P ; ZIEM, T

PATENT-ASSIGNEE:

ASSIGNEE	CODE
DEUT TELEKOM AG	DEBP

PRIORITY-DATA:
1998DE-1030007   June 24, 1998

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
WO 9967939 A1	December 29, 1999	G	000	H04M003/50
DE 19830007 A1	December 30, 1999	N/A	005	H04L012/16

DESIGNATED-STATES: JP US AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

APPLICATION-DATA:

PUB-NO	APPL-DESCRIPTOR	APPL-NO	APPL-NO
WO 9967939A1	April 30, 1999	1999WO-EP02953	N/A
DE	June 24, 1998	1998DE-1030007	N/A 19830007A1

INT-CL (IPC): G06F 17/60; H04L 12/16; H04M 3/42; H04M 3/50

ABSTRACTED-PUB-NO: DE 19830007A
BASIC-ABSTRACT:

NOVELTY - The method involves the call center acquiring or interrogating customer data identifying the local terminal and/or customer person after establishing connection between the customer and call center server. All data acquired are stored and compared with comparable stored data to select an operator by a decision system search routine. The call center then sets up an automatic virtual connection via a packet-oriented data network to the operator's web browser with transmission of caller data including the service required.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for an arrangement for implementing the method.

USE - For operating a global virtual call center.

ADVANTAGE - Enables a call center to be operated with operators worldwide via the Internet with connections established according to call center rules.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic illustration of the method.

CHOSEN-DRAWING: Dwg.1/1

TITLE-TERMS: METHOD OPERATE GLOBE VIRTUAL CALL WORLD

DERWENT-CLASS: T01 W01

EPI-CODES: T01-H07C5E; T01-H07C5S; T01-J05A; W01-A06; W01-A06B7; W01-C02B;
W01-C02B4;

SECONDARY-ACC-NO:
Non-CPI Secondary Accession Numbers: N2000-057832

WEST

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L7: Entry 1 of 11   File: USPT   Nov 7, 2000

DOCUMENT-IDENTIFIER: US 6144671 A
TITLE: Call redirection methods in a packet based communications network

DEPR:
The calling terminal sends a call set-up request to the "Help Desk" address,
receives a connection message from the receiving terminal, establishes a media
stream between the calling and receiving terminals, receives a call transfer
message from the receiving terminal identifying terminal x, sends a setup request
to terminal x, and receives a setup reply message from terminal x resulting in
the establishment of a media stream path. It then sends a disconnect message to
receiving terminal.

WEST

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L7: Entry 4 of 11   File: USPT   Jan 12, 1993

DOCUMENT-IDENTIFIER: US 5179654 A
TITLE: Help provision in a data processing system

BSPR:
Accordingly, the present invention provides a data processing system having a
work station including a display for displaying on a screen panels of information
relating to one or more tasks, the panels being viewable through windows under
the control of a display manager, and operator input means by which an operator
can communicate with the system interactively, the input means including
indicator means for identifying items on the screen by means of a visible
on-screen indicator, selection means for communicating a selection to the system
on the basis of displayed information and help request means for requesting help
information from the system; the system further including an addressable store of
hierarchical help text information, contextual help means responsive to an
appropriate request for help and to the current state of the system when help was
requested to access the help text store to obtain appropriate help text and to
cause the display manager to display said help text through a help text window on
said screen, concurrently with the information related to the task or tasks in
hand which was being displayed when help was requested, help map display means
responsive to selection by said selection means to cause the display manager to
display in a separate window, concurrently with said help text window, at least a
portion of a hierarchical map of the stored help text, each entry of which
corresponds to a unit of stored help text, and means responsive to selection of a
map entry by said selection means to cause help text corresponding to the
selected map entry to replace that in the help text window.

BSPR:
The invention also provides a method of providing help to a user of a data
processing system having a work station including a display and operator input
means by which an operator can communicate with the system interactively, the
input means including indicator means for identifying items on the screen by
means of a visible on-screen indicator, selection means for communicating a
selection to the system on the basis of displayed information and help request
means for requesting help information from the system; the system further
including an addressable store of hierarchial help text information; the method
comprising the steps of accessing the help text store in response to a request
for help and to the current state of the system to obtain appropriate help text,
displaying said help text concurrently with the information related to the task
or tasks in hand, responding to selection of help map function by the user to
display, separately from the help text but cocurrently therewith, at least a
portion of a hierachical map of the stored help text each entry of which
corresponds to a unit of stored help text and responding to a further selection
by the user of an entry on the help map to display new help text replacing that
originally displayed.

WEST

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DOCUMENT-IDENTIFIER: US 6020884 A
TITLE: System integrating an on-line service community with a foreign service

BSPR:
The present invention allows Web users to form on-line relationships with
Community members, to communicate with others of similar interest or backgrounds,
and to view Community content. The Communities of the present invention may serve
as a starting or focal point for Web navigating. The present invention provides a
structure for a Web experience and helps users avoid being overwhelmed or
overloaded by the complexity of the Web. The features and benefits of the present
invention may be better understood by referring to the following description in
conjunction with the accompanying drawings.

DEPR:
Each community supported by the present invention may provide "capabilities." The
actions that may be performed within a community are the communities
capabilities. Capabilities represent a variety of interaction methods or options.
Primary or core capabilities may include a "Community Centre" (or Home Page which
introduces the user to the community), "Create or View Comments" (e.g.,
annotations such as threaded messages, documents, spreadsheets, etc. for a
particular community), "Who's Online" (a list of members currently in the
community), "Chat" (real time interactions with other community members),
"Invitations" (messages from one community member to another to chat, play a
game, etc.), "Help" (instructions on how to perform a particular task, for
example), "Notices and Personal Messages" (e.g., email), "Internet Features"
(e.g., CUCME, Internet Phone), "Games" (e.g., DOOM, Quake, Flight Simulator).
Special capabilities may also be developed for a community.

DEPR:
Display of community information is preferably controlled by a community viewer
that provides a basic window frame in which community content displayed as well
as support for additional administrative functions and capabilities. The
community viewer arranges to display Community information in a single window or
multiple windows depending on the amount and type of information displayed.
Preferably, the information is represented by HTML pages identified by a URL. For
example, annotations for a specific Web page, the list of members who are
currently present in a community, and an annotation creation page may all be
presented as different HTML pages associated with different URLs. In addition,
capabilities such as accessing the community home page, viewing community
comments, and joining communities may be supported by HTML pages and associated
applications as identified by a URL.

CLPR:
5. The system of claim 1 wherein said on-line service content comprises library
files, comments, threaded messages, and help related to said identifier's subject
matter.

CLPR:
16. The method of claim 12 wherein said on-line service content comprises help,
threaded messages, library files, or archive files.

CLPR:
20. The method of claim 18 wherein said community content is comprised of help,
archive files, library files, or threaded messages.

WEST

End of Result Set

☐ Generate Collection

L3: Entry 7 of 7   File: USPT   Mar 10, 1998

DOCUMENT-IDENTIFIER: US 5727129 A
TITLE: Network system for profiling and actively facilitating user activities

BSPR:
However, these lists are essentially passive tools. They help a user to access a
desired, previously-viewed page more easily, but do not take an active role in
presenting a user with pages he/she is likely to want to see, but has not
expressly requested.

DEPR:
FIG. 3 is a high-level flowchart, comparable to that of FIG. 1, and having
similarly numbered steps in common with FIG. 1. However, in accordance with the
invention, FIG. 3 additionally shows steps 20 and 22, which record, in the
profile, information pertaining to the activity of steps 6 and 10, respectively.
Also, step 10 (receive and display the downloaded Web page) is replaced by a more
elaborate step 11, which additionally generates the user help information, either
by extracting it directly from the stored profile or by extracting raw stored
information from the profile and computing the statistics and generating the user
help information on the fly.

DEPR:
Also in accordance with the invention, an additional step 9 of detecting a user
command to see the user help information from the profile is given. Responsive to
detection of such a user command, the system generates and displays the user help
information (step 23).

DEPR:
FIG. 10 is a simplified illustration of another Local Trail display, showing the
same Web page visitation history as that of FIG. 9. In FIG. 10, instead of a tree
structure of nodes and links defining the chronological relationship, an
indentation scheme is used. The presently displayed Web page is shown, by URL, in
the middle of FIG. 10 as the left-most item. Each successive past or future
generation is indented a successively great distance to the right. Functionally,
FIG. 10 is substantially the same as FIG. 9.

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L4: Entry 2 of 7   File: USPT   Jan 19, 1999

DOCUMENT-IDENTIFIER: US 5861884 A
TITLE: Method and system managing information indicating how predetermined
information has been used

DEPR:
Each of a plurality of user apparatuses is connected to the center apparatus via
the ISDN. When a user inputs, to a relevant user apparatus, a help information
display request, the user apparatus forms and then updates history information of
a number of times the help information display requests has been input, for every
application program currently being executed, for every execution state of the
application program being executed and for every help data type which type of
help data is being displayed in response to a help information display request.
The thus-formed history information is stored in a help statistics table such as
that shown in FIG. 18 the same as that shown in FIG. 4. This table is formed and
updated in a manner such as that described with reference to FIG. 6.

WEST

☐ | Generate Collection |

L4: Entry 3 of 7   File: USPT   Dec 22, 1998

DOCUMENT-IDENTIFIER: US 5852746 A
TITLE: System for transmitting a message using status button to system
administrator by using a signal comprising predetermined number of changes
effected over a period

DEPR:
Message 1030 is the message to be sent to the system administrator and is
preferably a string of text characters. As mentioned above, the input signal
input at front panel 106 in the preferred form represents to a request for help.
More specifically, the input signal corresponds to a prestored help request
message which is stored, for example, in NVRAM 370. The help request message is a
text string such as "HELP REQUESTED" and can be stored when NEB 100 is
manufactured or initialized, or by using the client utility that is used to set
destination information in NVRAM 370. When the HelpRequest routine forms
notification packet 1000, the prestored message is retrieved from NVRAM 370 and
used as message 1030.

CLPR:
15. Computer-executable process steps according to claim 13, wherein the input
signal corresponds to a help request message, and wherein the code to form the
notification packet includes code to retrieve the help request message from the
storage device.